**CURRICULAM VITAE**



Name: MARIANNE EDMEE SYLLA

D.O.B: 19/01/1990

Sex: Female

Marital Status: Single

Nationality: Senegalese

Religion: Muslim

Visa Status: Visit Visa

Mobile: +971 (0) 568402653

E-mail Address: Syllamarianneedmee@gmail.com

**Summary**

Ambitious Sales Associate with over 5 years working experience in customer service and exceptional administrative work performance within diversified industries.

Independent worker with high energy and great communication skills

Motivated and goal-driven with exceptional leadership and negotiation abilities

**Highlights**

* Goal-oriented Consultative techniques
* Key account generation Referral expert
* Persuasive communication expertise Networking
* Excellent negotiating tactics Computer proficient
* Sales leader Friendly

**Accomplishments**

* Awarded yearly bonus 2013 and 2014 for exceeding corporate goal by 25-40%.
* Improved customer satisfaction 50% and total average order sale price 20% through implementation of customer database for birthday, special events, and follow-up calls and emails.
* Optimized productivity of all associates by suggesting new schedule grid.

**Work Experience**

**AXA INSURANCE COMPANY**

**Insurance Advisor**

**Rabat, Morocco**

**November 2014 – February 2016**

* Making appointments for general agents of AXA
* Creates traffic at the agent for customers to come to new offers and make a recapitulation of their former insurance.
* Completed company leadership training program with high marks and recommendation for management

**Sales Associate March 2012 – June 2014**

**Dakar, Senegal**

* Proficiently sell beauty products and lingerie to high-end clientele.
* Maintain all quotes and consistently exceed sales goals.
* Provide friendly and professional customer interactions at all times.
* Direct service inquiries and complaints off the sales floor and to the correct department.
* Completed company leadership training program with high marks and recommendation for management.

**Cashier**

**Shoprite Supermarket, Dakar, Senegal**

**June 2008 – November 2010**

* Calculated sales prices and worked with floor associates to correct issues
* Handled customer returns and processed refunds

**EDUCATION**

* Bachelor’s degree in Marketing & Communication, Higher Institute of Industrial Technology, Dakar, Senegal, 2009 – 2012
* Bachelor literature [ LE PHARE SCOULE DAKAR OUAKAM], 2008 - 2009

**ADDITIONAL SKILLS**

* Strong analytical ability
* Excellent communicator
* Able to work under pressure
* Computer literate (Microsoft Word , Excel & PowerPoint)
* Bilingual French /English

I hereby declare that the aforementioned information is true to the best of my knowledge.

Marianne Edmee Sylla